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**Attention: All Provider Associations**

**Subject: EDS Provider Assistance  
Center Phone Prompts Changing**

Beginning September 15, 2004, the telephone prompts will change when calling the EDS Provider Assistance Center. A prompt will be added to instruct callers to enter their 9 digit provider number followed by the pound (#) sign. If the caller's Medicaid provider number contains an alpha character, they will be prompted to press the star (\*) key and will be transferred to a Call Center Representative.

This change is necessary due to the implementation of new Call Tracking System that will automate our call flow.

September 02, 2004